

**ORIGINAL**

**COMMISSIONERS**  
**BOB STUMP – Chairman**  
**GARY PIERCE**  
**BRENDA BURNS**  
**BOB BURNS**  
**SUSAN BITTER SMITH**



0000143450

**ARIZONA CORPORATION COMMISSION**

March 12, 2013

To: Docket Control

RE: Global Water-Santa Cruz Water and Global Water-Palo Verde Utilities Company -  
Customer Comments

Docket No. W-61212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311,  
W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315

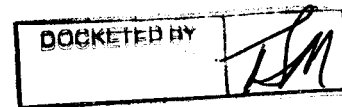
Please docket the attached 51 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission  
**DOCKETED**

**MAR 12 2013**



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DOCKET CONTROL  
AZ CORP COM  
MAR 12 2013

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109235

Date: 3/8/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Bill

Sharp

Account Name:

Bill Sharp

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

How much? How much money can WE, the consumer, bleed to the water co., the electric co., the gas co., our HOA, etc. There is no end to everyone wanting more money.

There is only so much money to go around. Someone needs to stop this everlasting rate increases and let the John Q. Public catch up after our devastating economy turn down.

It is not only our personal water bill that would go up, but our development as well which means they pass the increase along to, who else, us again.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/8/2013

Opinion No. 2013 - 109235

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMMISSION

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109238

Date: 3/8/2013

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Michael

Vaughan

Account Name: Michael Vaughan

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

I do not feel that this rate increase should be granted. The water company is already making money and this increase will place more of a burden on our family then we already have. It will also increase our HOA dues because our community will have to pay a much higher rate for it's water. Also this rate hike will cause the business's in Maricopa to raise there rates which wilt burden all the residents of the city, and could discourage people from coming to the city in an already unsettling time. Global water wants us to conserve water, yet they are going to penalize us for using less. Our water bill is already more than twice what people are paying in other cities. Please do not grant this increase.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109238

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109239

Date: 3/8/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Deborah

Vaughan

Account Name:

Deborah Vaughan

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

I would like to say that the proposed rate hike on the water would put an unfair burden on my family. In all my years I have never seen the high rates that we have here in Maricopa already. The rate hike would not only effect my water bill but my HOA dues will increase and I know all of Maricopa's business's would pass the increase that they will have on to us, the consumers. I can also see this discouraging any new growth that desperately needs to come to Maricopa. If this is the trend, we will have to seriously consider moving! Please do not let this happen! Thank you

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109239

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109244

Date: 3/8/2013

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Lynda Jo

Hudson

Account Name: Lynda Jo Hudson

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

It is totally inappropriate to increase sewer rates 25.29% and increase water 22.83%. In addition, I would also incur increased association fees due to these same increased to our home owners association thereby DOUBLING the cost to me. Arizona needs to grow jobs. Businesses looking to locate in Arizona look at the quality of life available for their employees. Rates need to be be stable and reasonable. Greedy utility companies will scare away prospective and current businesses.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109244

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109253

Date: 3/8/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Reginald

Otto

Account Name:

Reginald Otto

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is: Cellular

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

We strongly urge you to deny Global Water's rate increases. We already have had 1 rate increase in the last 2 years and as senior citizens on a fixed income this next increase would hurt us financially. We will have to also pay higher HOA fees, so we will be punished twice. The economy is stronger so Global Water will receive more customers, thus more money so they don't need to increase rates. This rate increase will adversely affect our area as many of us will have to consider moving or people won't buy because of high water costs. You are our hope for a fair decision. Please Stop Them !

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109253

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FC

Investigator: Carmen Madrid

Phone:

Priority: Respond Within Five Days

Opinion No. 2013 - 109255

Date: 3/8/2013

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Ronald & Margaret Chain

Account Name: Ronald & Margaret Chain

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

- 1 - Ruins the local economy
  - 2 - Forces Senior Citizens to adjust living standards
  - 3 - Hurt the housing industry
  - 4 - Existing utility companies are watching price increases
  - 5 - Affects new business starts
- \*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109255

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109256

Date: 3/8/2013

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Lyndon

Rivgust

Account Name: Lyndon Rivgust

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

You should not have to increase the amount with new housing starts are stonger. If there is a increase it could cause a slow down on new or used home purchases with a financial burden on the home owners.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109256

15



W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109257

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: Wendy      Last: Thiessen

Account Name: Wendy Thiessen

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ      Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

You should not have to increase the water bill with the homes selling in Maricopa & new housing starts are strong. A increase with put a burden financially on all home owners.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109257

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109258

Date: 3/8/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Richard H.

McRae

Account Name:

Richard H. McRae

Home: (

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone: , -

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

The impact of the proposed increase on Seniors and working class people should be obvious to the Commission. Costs felt will be on individuals & HOA dues. Equally obvious should be that Global Water does not appear what it means to be a public utility in Arizona with monopoly status. The bar is not what the market can bear. The ratepayer is not responsible to compensate Global Water for its flawed business model, initial capitalization and incompetent operational management. The Commission is obligated to ensure such factors are removed prior to even considering a very modest increase.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109258

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109259

Date: 3/8/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Joyce

Baldwin

Account Name:

Joyce Baldwin

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is: Cellular

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

I am a retiree living on Social Security. I moved to Maricopa in 2007. I have seen my water bill almost double since then due to increases given to Global Water. House values have dropped 40% and water bills have almost doubled. What is wrong with our system that you or judges would allow our citizens to suffer so? I for one, will leave this community if there is another water increase. Maricopa needs your help !

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109259

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FO

Investigator: Carmen Madrid

Phone:

fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109261

Date: 3/8/2013

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Nancy

Duncan

Account Name: Nancy Duncan

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

This rate increase is devastating. We cannot afford to pay more. This is far more that we have ever paid in our life. Maciropa is finally startig to begin to come back in the housing market. Rediculous high utilities will prevent that. With the mkt coming back GW is getting more now. Between our home & HOA increase because of water rate we are getting double increase that we cannot afford.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109261

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109262

Date: 3/8/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Mary

Arminio

Account Name:

Mary Arminio

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone: (

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

I'm a retired widow on a fixed income. The rate increases from Global Water are increasing my personal water & sewer bill as well as my HOA Fees. I'm being forced to sell my home because I cannot afford the increases in the water rates which are increasing my HOA Fees. My only income is Social Security.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109262

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT F

Investigator: Carmen Madrid

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109263

Date: 3/8/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Paula

Arminio

Account Name:

Paula Arminio

Home:

Street:

t

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

The Global Water rate increase will have a financial impact on me. I will be paying twice for their increase through my individual water bill and through increased HOA assessments. Global Water is proposing to increase home sewer charges from \$62.91 to \$78.82 total increase of 25.29%. Social Security did not get an increase for 3 years and this year they got a 1% increase. People's salaries are only increasing 0% - 3%. Why is Global Water increasing rates 25% or more?

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109263

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109264

Date: 3/8/2013

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

N J

Newbold

Account Name:

N J Newbold

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

This is our most expensive utility please take this into consideration. Soon we cannot afford to own a house.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109264

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT

Investigator: Carmen Madrid

Phone:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109266

Date: 3/8/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Nancy

Benson

Account Name:

Nancy Benson

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is: Cellular

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

The proposed rate increase for water and sewage is quite shocking in light of the already very high rates charged. We selected maricopa hoping to manage our retirement income in a reasonable & affordable manner. This increase would certainly be even more difficult to manage.

Please consider some belt tightening measures within your existing rate structure. Retired people cannot afford this.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109266

25



W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Priority: Respond Within Five Days

Opinion No. 2013 - 109267

Date: 3/8/2013

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Robert

Ruotolo

Account Name: Robert Ruotolo

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

Against rate increase.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109267

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COM

Investigator: Carmen Madrid

Phone: \

Priority: Respond Within Five Days

Opinion

No. 2013 - 109271

Date: 3/8/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Mike & Sue

Fenner

Account Name:

Mike & Sue Fenner

Home: (

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone: (

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

My husband and I live in a retirement community in Maricopa. The water rates are already too high compared to other areas. Now they are initiating an additional rate increase which would raise our HOA fee as well as our individual fees which would more than likely force us to relocate.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109271

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**

**No. 2013 - 109270**

**Date:** 3/8/2013

**Complaint Description:**

08A Rate Case Items - Opposed

N/A Not Applicable

**First:**

**Last:**

**Complaint By:**

Ruth A.

Ptak

**Account Name:**

Ruth A. Ptak

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:**

Maricopa

**CBR:**

**State:**

AZ Zip: 85138

**is:**

**Utility Company:**

Global Water-Santa Cruz Water Company

**Division:**

Water

**Contact Name:**

**Contact Phone:** ( )

**Nature of Complaint:**

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

Greed !! As part - time resident, our bill only changes \$1 - \$2 dollars in the month we are away - it's all about the exorbitant charge for sewer. If another increase is granted to Global Water, the growth in Maricopa will stall. The folks who we elected to represent us need to step up & do their job !

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

**Date Completed:** 3/11/2013

**Opinion No. 2013 - 109270**

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINTE

Investigator: Carmen Madrid

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion

No. 2013 - 109269

Date: 3/8/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Kim and Susan

Anderson

Account Name:

Kim and Susan Anderson

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

Some customers do not plan to increase their water usage. This is because water conservation has been requested by all water authorities throughout the Southwestern United States. Praise and rate decreases should be bestowed on customers that do not increase their water usage. These proposed increased rates are excessive and therefore, unacceptable.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109269

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Priority: Respond Within Five Days

Opinion No. 2013 - 109272

Date: 3/8/2013

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Barb & Garry

Moerkerk

Account Name: Barb & Garry Moerkerk

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

We are Con. Retirees living on a fixed budget, higher water & sewer rates will hurt us financially at a time when AZ economy is just starting to rebound. We do not want to be forced to sell out. We have many friends in our position, and if we all stop coming the economy will suffer yet again. Please do not increase water & sewer rates.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109272

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109273

Date: 3/8/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Jeanne N.

Sivers

Account Name:

Jeanne N. Sivers

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

The water and sewer rates as proposed should be denied. The residents of Maricopa would incur double increases - One for HOA fees and one as individuals. These increases would be detrimental for re-sales, new business and the continuation of our economic recovery. The economy is stronger now than in 2008 when the ridiculous rate increases were adopted. Say no to the increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109273

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FOR

Investigator: Carmen Madrid

Phone:

IGA:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109274

Date: 3/8/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Anna

Napolitano

Account Name:

Anna Napolitano

Home: (

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

Stop rate increase. Thank you!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109274

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109277

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First:      Last:  
Abelino J.      Legaspi

Account Name:      Abelino J. Legaspi

Home: ( )

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

I live on a fixed income and cannot afford a 50% rate increase Global is asking. A reasonable increase of 3% is in order.

Thank You

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No.      2013 - 109277



W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT

**Investigator:** Carmen Madrid

**Phone:**

**Fax:** ( )

**Priority:** Respond Within Five Days

**Opinion No. 2013 - 109276**

**Date:** 3/8/2013

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:** **First:** Tania L. **Last:** White

**Account Name:** Tania L. White

**Home:** ( )

**Street:**

**Work:** (000) 000-0000

**City:** Maricopa

**CBR:**

**State:** AZ **Zip:** 85138

**is:**

**Utility Company:** Global Water-Santa Cruz Water Company

**Division:** Water

**Contact Name:** T

**Contact Phone:** ( )

**Nature of Complaint:**

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

A water rate increase would result in:

- 1) Homeowners pays twice (HOA dues will rise also)
  - 2) Would be forced to severely cut back on landscape watering
  - 3) Home sales will slow because of high water rates
  - 4) No financial benefit to conserve
- \*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315  
\*End of Comments\*

**Date Completed:** 3/11/2013

**Opinion No. 2013 - 109276**

35

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT

Investigator: Carmen Madrid

Phone: /

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109278

Date: 3/8/2013

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Maria Last: Sequeira

Account Name: Maria Sequeira

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

I do not want a rate increase. This increase is only for profit grabbing. Global Water is being unethical.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109278

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION C MISSION  
UTILITY COM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109319

Date: 3/11/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Marie

Guarnera

Account Name:

Marie Guarnera

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

i

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE\*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

Opposed to rate increase due because I cannot afford to live here. On a fixed income, it will be necessary for me to live elsewhere.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109319

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMMISSION

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109320

Date: 3/11/2013

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Ann Joy

Napolitano

Account Name: Ann Joy Napolitano

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE\*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

Stop rate increase.

Thank You!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109320

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

fax: ( )

Priority: Respond Within Five Days

Opinion No. 2013 - 109321

Date: 3/11/2013

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Robert

Alley

Account Name: Robert Alley

Home: ( )

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE\*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

We are fixed income - many residents of Province are. Current & future increases - total uncertainty. Why would any commercial growth happen when 20 - 30% increases happen every 2 -3 years - All Global needs is continuing growth - I'm sure they will find a way to spend this increase along with new development \$\$\$. We keep hearing (conserve) but conserving comes with increased bills. Many people in this area view this increase as ridiculous & without merit. It will destroy growth & expansion which I guess is no big deal for Global if they get these \$\$\$

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109321

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109241

Date: 3/8/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Deborah

Vaughan

Account Name:

Deborah Vaughan

Home: (

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Palo Verde Utilities Company

Division:

Sewer

Contact Name:

I

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

I would like to say that the proposed rate hike on the SEWER would put an unfair burden on my family. In all my years I have never seen the high rates that we have here in Maricopa already. The rate hike would not only effect my sewer and water bill but my HOA dues will increase and I know all of Maricopa's business's would pass the increase that they will have on to us, the consumers. I can also see this discouraging any new growth that desperately needs to come to Maricopa. If this is the trend, we will have to seriously consider moving! Please do not let this happen! Thank you

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109241

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT

**Investigator:** Carmen Madrid

**Phone:** ( )

**Priority:** Respond Within Five Days

**Opinion No.** 2013 - 109240

**Date:** 3/8/2013

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:** **First:** Michael **Last:** Vaughan

**Account Name:** Michael Vaughan

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Maricopa

**CBR:**

**State:** AZ **Zip:** 85138

**is:**

**Utility Company:** Global Water-Palo Verde Utilities Company

**Division:** Sewer

**Contact Name:**

**Contact Phone:**

#### **Nature of Complaint:**

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

I do not feel that this SEWER rate increase should be granted. The water company is already making money and this increase will place more of a burden on our family then we already have. It will also increase our HOA dues because our community will have to pay a much higher rate for it's sewer. Also this rate hike will cause the business's in Maricopa to raise there rates which wilt burden all the residents of the city, and could discourage people from coming to the city in an already unsettling time. Our sewer and water bill is already more than twice what people are paying in other cities. Please do not grant this increase.

\*End of Complaint\*

#### **Utilities' Response:**

#### **Investigator's Comments and Disposition:**

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

**Date Completed:** 3/11/2013

**Opinion No.** 2013 - 109240

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: ( )

Priority: Respond Within Five Days

Opinion      No. 2013 - 109233

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Colleen

Woods

Account Name:      Colleen Woods

Home: (000) 000-0000

Street:      St.

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

#### Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

#### Utilities' Response:

#### Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 3/8/2013

Opinion No. 2013 - 109233

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: \_\_\_\_\_

Priority: Respond Within Five Days

Opinion      No. 2013 - 109234

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Charles

Lovett

Account Name: Charles Lovett

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ      Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone: \_\_\_\_\_

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

I respectfully request ACC not to grant any increase to Global Water Company. The last increase has placed a big financial burden on me. I am on a fixed retirement income with a very tight budget. In 2010 I paid an average of \$66 to Global Water, since the increase and with concerted efforts to conserve my water usage I now pay \$97 per month to Global Water. To combat this big jump I have adjusted my A.C. to 84 degree in the summer and lower my heat to 62 degree in the winter. I simply can not lower my other utilities expenses without negative impact on my health and well being if Global Water is granted another increase.

The city and residents of Maricopa hope to grow further now that the recession seems to be over by attracting new business and building new houses. The increase in rate will force us to cut back on our spending in the local community, as result small businesses will close and some residents will move out of Maricopa.

We can not afford to have this negative impact simply because one company, Global Water wants to have a higher profit and ignore the hardship it places on the entire city.

Thank you for your time and consideration on this very important matter.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/8/2013

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2013 - 109234

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109260

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Luis

Gonzales

Account Name:

Luis Gonzalez / Virginia Aguila

Home: (

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ      Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

Your propose increase in our water rates will put extra burden on our already dire situation. We are presently retired. Most probably like most of the residents here in the Province, on a fixed income. Your recent increase on our water rates compoind that with the other increases in rates and fees we have been subjected to, has caused us to cut back on a lot of our usual activities. The proposed rate increase in water service will have a consequential increase in our HOA fees. Thus an extra burden. Please, we ask you, not to increase our water/sewage rates.

Sincerely

Luis Gonzales

virginia Aguila

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2013 - 109260

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109265

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Kenneth**

**Benson**

Account Name:      Kenneth Benson

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is: Cellular

Utility Company:      **Global Water-Santa Cruz Water Company**

Division:      Water

Contact Name:

Contact Phone: , ,

#### Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

Our utility expenses in Maricopa require a large part of our monthly fixed income. In addition, we will have to pay twice as our HOA assessments will increase with the higher priced water.

Certainly, the lower usage volume rate will make it very difficult to be an effective method for conserving water.

With apparent growth increases, it will result in amortized increase in revenue for Global Water w/o requiring a rate increase.

Perhaps Global Water needs to have a performance audit conducted of their operation to verify and/or substantiate a request for rate increases.

Thanks,  
Ken Benson  
\*End of Complaint\*

#### Utilities' Response:

#### Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 3/11/2013

Opinion No. 2013 - 109265

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109268

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Mr. & Mrs. H.J. Chambers**

Account Name:      Mr. & Mrs. H.J. Chambers

Home:

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company:      **Global Water-Santa Cruz Water Company**

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

We as residents of the adult community of Province in Maricopa AZ understand Global Water desiring to recoup their expenditures to improve distribution or quality of the water provided to Maricopa. However, there needs to be a reality check regarding their request and today's distressed real estate market and the potential of increased Federal taxations on the horizon.

If the current proposed rate increases goes into effect, each household water bill will increase by at least \$140 per month. And the rate increases to the HOA for reclaimed water will be passed on to each homeowner by an increase to the HOA monthly assessment of about \$50 per month. Thereby increasing the cost of water for each household to about \$200 - \$300 per quarter year.

Reasonable water rates encourage more people to purchase real estate in Maricopa, therefore putting additional customer for Global Water distribution.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2013 - 109268

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109279

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Lance

Schultz

Account Name:

Lance Schultz

Home: (

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

One of the reasons we bought here in 2010 (Maricopa) was that the prices were good. The water & sewer base price was in line with other established communities and water charges were reasonable. HOA charges in Province were also reasonable. Since we have bought here Global has already had a substantial increase in fees, both basic on water & sewer and for their water & reclaimed water charges (they were asking for much more). Now they are back at the trough again asking for the moon. When many other areas are still low Global finds it necessary to ask for raises that will cause many residents to question the wisdom of buying here. Many prospective new buyers will shy away from our town when they learn of Global Waters methods as well they should. One would think that Global would want a bigger base for their water business and that patience would be a wiser move than biting the hand that feeds you ! Other areas will come out of this slump much quicker than Maricopa because of Global's greed. If the ACC sees fit to grant Global their application it will be a double whammy for residents of Province. Not only will their basic water, sewer, and water usage charge increase but the HOA's they pay will go up also. (Over 20% overall)!!!

I urge you to seriously consider all options before allowing Global an increase (any increase). And that they justify their application in relation to other towns & communities who are much cheaper. Just because they acquired other water companies, built a fancy office and pay their shareholders high returns does not justify their application !!

How much is enough?

Yours truly,

\*End of Complaint\*

Utilities' Response:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator's Comments and Disposition:**

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

**Date Completed:** 3/11/2013

**Opinion No.** 2013 - 109279

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109237

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Henry & Susan

Johnson

Account Name:      Henry & Susan Johnson

Home:

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company.      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

#### Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

(1) GlobalWater obtained a significant increase just two years ago. Effective August 1, 2010, they implemented a three-phase revision of their rates which resulted in a 45% increase in our household water costs. Up to 1-8-10, our water bill averaged \$65 per month. Immediately after that, it has been averaging \$95 per month.

(2) House prices and new construction are just now showing signs of recovery. Another increase by Global Water at this time will not only raise our household costs, but also the costs of our HOA, which will be passed onto us- a double whammy! Surely it makes more sense to hold down the costs, because increased home sales and increased new businesses means increased income for Global Water - everyone benefits.

(3) Like many of our neighbors, we live on our limited retirement pension with no other income to help pay for these increases. We feel that what we're paying now was an unreasonably high increase - we're more used to single digit increases and not the double digit increases imposed by Global Water. The continuing high cost of water will be a deterrent to new home buyers in Maricopa. Furthermore, it might mean the difference between people staying in their homes or leaving the area, or, much worse, giving them up to foreclosure.

(4) We have all taken a hit on the equity in our homes. Global Water is not the only one hurting at this economically stressful time. We believe in the City of Maricopa and they are working tremendously hard to attract new businesses and growth. The projected growth didn't happen and now is not the time to gouge the consumer simply for the sake of making a profit. This would be counter-productive to everyone's interests.

Henry & Susan Johnson  
20627 N. Lemon Drop Drive  
Maricopa, AZ 85138-3149  
\*End of Complaint\*

Utilities' Response:

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator's Comments and Disposition:**

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

**Date Completed:** 3/11/2013

**Opinion No.** 2013 - 109237

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FOR

Investigator: Carmen Madrid

Phone:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109245

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Robert A.

Murray

Account Name:      Robert A. Murray

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is: E-Mail

Utility Company.      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

24 Feb. 2013

Arizona Corporation Commission  
Consumer Services Section

1200 W Washington Street

Phoenix, AZ 85007

RE: Docket Number W -20446-12-0314 and SW-20445A-12-0310

Gentlemen:

When we read "rates are established through a formal hearing process" etc. "BULL" -rammed and jammed through is more like it !

Any organization that is the only supplier can and often do use their command position to impose itself on the citizens through its army of trained lawyers.

Do remember the local and national governments have always restricted utilities and held them to increases in rate of only 5-8 percent. Then why is it that Global Water gets approval for 25.29 percent increase and future rate increases? Why the "GREED?"

Our next question is where do Palo Verde Utilities and Global Water derive the water which they then sell to our citizens? We believe the origin of the water supply is derived from public sources. The water is processed and then sold to the public (citizens).

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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We believe our citizens and local government should consider and take full advantage of the "Judicial System" and pursue the "Right of Eminent Domain" to end this greedy group of bureaucrats.

Gentlemen, I am approaching 83 years old and am on a fixed income. We use a minimum of water and therefore the minimum monthly charges. Any increase to our already high bill will become another burden on us. This increase plus the increase in income taxes is even more of a burden. Do remember the "Greedy Bureaucrats" as noted herein.

Sincerely,

Robert A. Murray  
42181W Basie Lane  
Maricopa, AZ 85138  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109245

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (

Priority: Respond Within Five Days

Opinion      No. 2013 - 109249

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Dana

Jennings

Account Name:      Dana Jennings

Home: .

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

#### Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

Commissioners,

I am in STRONG OPPOSITION to the proposed WATER rate increases that Global Water- Santa Cruz Water Company is requesting from the ACC. Docket W-20446A-12-0314.

I am a homeowner in Maricopa, AZ. I am outraged by yet another potential rate increase and reject the notion entirely. Our current rates/charges are already excessive, worsened by the 2010 rate increase that Global Water was granted. The proposed new rates/charges are unconscionable. My monthly bills average \$100 already. Global Water's stated proposed increase in water usage alone is 50.78% ! That is outrageous. The proposed increases will present a financial hardship not only on me, but on an entire city. Further, as a member of the Province HOA, I will be paying TWICE for the increases, as the HOA must pass the increase on to residents. The rate increases that the Province HOA will have to pay are even more absurd as our HOA has a high usage rate. Their water usage increase will be 75.4% and amount to thousands of dollars a year which WE as residents must absorb. WE CAN NOT AFFORD THESE OUTRAGEOUS PROPOSED RATES. THEY ARE NOT EVEN RATIONAL ! These rate increases will CRIPPLE this city !

GROWTH has resumed in Maricopa after the past few years of high foreclosure rates, little to no new residential construction, and flight from the city. Water rate increases WILL ADVERSELY affect the city's renewed growth, which is vital. Further, Global Water benefits DIRECTLY from growth in this city as new homes are built and therefore entirely new Global Water accounts are established, which are highly profitable because of the huge fixed portion of our Global Water bills. Further, home resale's will be negatively impacted by increasing rates, resulting in more vacant homes, less growth, etc which is not good for Global Water. Why is Global Water trying to IMPEDE the recovery and growth of Maricopa, when it is growth of this city that will allow them to profit !

The proposed increases present a financial burden on an entire city. IF Global Water is successful in its request for a rate increase, THIS CITY WILL SUFFER GREATLY. At some point, basic utilities become out of reach for

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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people. It is NOT the time to approve YET ANOTHER Global Water rate increase. It is beyond unreasonable!

The proposed rate increases are NOT EQUITABLE OR JUST. Please DO NOT APPROVE the Rate Increase !!!

How can Global Water claim they are not recovering costs?? Who is assessing their inability to manage their business??? Let's not confuse Global Water's plea of a fair rate of return with poor management! Global Water's request is outrageous. There has to be a better solution !! As elected Commissioners we ask that you strongly consider the impact this request will have on the people of Maricopa and others served by Global Water.

Please feel free to contact me if you have questions.

Dana Jennings

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109249

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109250

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Dorene

Jennings

Account Name:      Dorene Jennings

Home:

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company.      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

Commissioners,

I am in STRONG OPPOSITION to the proposed WATER rate increases that Global Water- Santa Cruz Water Company is requesting from the ACC. Docket W-20446A-12-0314.

I am a homeowner in Maricopa, AZ. I am outraged by yet another potential rate increase and reject the notion entirely. Our current rates/charges are already excessive, worsened by the 2010 rate increase that Global Water was granted. The proposed new rates/charges are unconscionable. My monthly bills average \$100 already. Global Water's stated proposed increase in water usage alone is 50.78% ! That is outrageous. The proposed increases will present a financial hardship not only on me, but on an entire city. Further, as a member of the Province HOA, I will be paying TWICE for the increases, as the HOA must pass the increase on to residents. The rate increases that the Province HOA will have to pay are even more absurd as our HOA has a high usage rate. Their water usage increase will be 75.4% and amount to thousands of dollars a year which WE as residents must absorb. WE CAN NOT AFFORD THESE OUTRAGEOUS PROPOSED RATES. THEY ARE NOT EVEN RATIONAL ! These rate increases will CRIPPLE this city !

GROWTH has resumed in Maricopa after the past few years of high foreclosure rates, little to no new residential construction, and flight from the city. Water rate increases WILL ADVERSELY affect the city's renewed growth, which is vital. Further, Global Water benefits DIRECTLY from growth in this city as new homes are built and therefore entirely new Global Water accounts are established, which are highly profitable because of the huge fixed portion of our Global Water bills. Further, home resale's will be negatively impacted by increasing rates, resulting in more vacant homes, less growth, etc which is not good for Global Water. Why is Global Water trying to IMPEDE the recovery and growth of Maricopa, when it is growth of this city that will allow them to profit !

The proposed increases present a financial burden on an entire city. IF Global Water is successful in its request for a rate increase, THIS CITY WILL SUFFER GREATLY. At some point, basic utilities become out of reach for

45

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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people. It is NOT the time to approve YET ANOTHER Global Water rate increase. It is beyond unreasonable!

The proposed rate increases are NOT EQUITABLE OR JUST. Please DO NOT APPROVE the Rate Increase !!!

How can Global Water claim they are not recovering costs?? Who is assessing their inability to manage their business??? Let's not confuse Global Water's plea of a fair rate of return with poor management! Global Water's request is outrageous. There has to be a better solution !! As elected Commissioners we ask that you strongly consider the impact this request will have on the people of Maricopa and others served by Global Water.

Please feel free to contact me if you have questions.

Dorene Jennings  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

**Date Completed:** 3/11/2013

**Opinion No.** 2013 - 109250

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT

Investigator: Carmen Madrid

Phone:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109251

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Scott

Patterson

Account Name:

Scott Patterson

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone: (

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

Commissioners,

I am in STRONG OPPOSITION to the proposed WATER rate increases that Global Water- Santa Cruz Water Company is requesting from the ACC. Docket W-20446A-12-0314.

I am a homeowner in Maricopa, AZ. I am outraged by yet another potential rate increase and reject the notion entirely. Our current rates/charges are already excessive, worsened by the 2010 rate increase that Global Water was granted. The proposed new rates/charges are unconscionable. My monthly bills average \$100 already. Global Water's stated proposed increase in water usage alone is 50.78% ! That is outrageous. The proposed increases will present a financial hardship not only on me, but on an entire city. Further, as a member of the Province HOA, I will be paying TWICE for the increases, as the HOA must pass the increase on to residents. The rate increases that the Province HOA will have to pay are even more absurd as our HOA has a high usage rate. Their water usage increase will be 75.4% and amount to thousands of dollars a year which WE as residents must absorb. WE CAN NOT AFFORD THESE OUTRAGEOUS PROPOSED RATES. THEY ARE NOT EVEN RATIONAL ! These rate increases will CRIPPLE this city !

GROWTH has resumed in Maricopa after the past few years of high foreclosure rates, little to no new residential construction, and flight from the city. Water rate increases WILL ADVERSELY affect the city's renewed growth, which is vital. Further, Global Water benefits DIRECTLY from growth in this city as new homes are built and therefore entirely new Global Water accounts are established, which are highly profitable because of the huge fixed portion of our Global Water bills. Further, home resale's will be negatively impacted by increasing rates, resulting in more vacant homes, less growth, etc which is not good for Global Water. Why is Global Water trying to IMPEDE the recovery and growth of Maricopa, when it is growth of this city that will allow them to profit !

The proposed increases present a financial burden on an entire city. IF Global Water is successful in its request for a rate increase, THIS CITY WILL SUFFER GREATLY. At some point, basic utilities become out of reach for

40

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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people. It is NOT the time to approve YET ANOTHER Global Water rate increase. It is beyond unreasonable!

The proposed rate increases are NOT EQUITABLE OR JUST. Please DO NOT APPROVE the Rate Increase !!!

How can Global Water claim they are not recovering costs?? Who is assessing their inability to manage their business??? Let's not confuse Global Water's plea of a fair rate of return with poor management! Global Water's request is outrageous. There has to be a better solution !! As elected Commissioners we ask that you strongly consider the impact this request will have on the people of Maricopa and others served by Global Water.

Please feel free to contact me if you have questions.

Scott Patterson

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109251

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109248

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Dana L.

Jennings

Account Name:      Dana L. Jennings

Home:

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company.      Global Water-Palo Verde Utilities Company

Division:      Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

Commissioners,

I am in STRONG OPPOSITION to the proposed SEWER rate increases that Global Water- Palo Verde Utilities Company is requesting from the ACC. Docket SW-20445A-12-0310.

I am a homeowner in Maricopa, AZ. I am outraged by yet another potential rate increase and reject the notion entirely. Our current rates/charges are already excessive, worsened by the 2010 rate increase that Global Water was granted. The proposed new rates/charges are unconscionable. My monthly SEWER bill is ALREADY \$62.91. How can Global Water request a 25% increase wherein every resident incurs a \$78.63 fixed charge for JUST waste water?? Further, as a member of the Province HOA, I will be paying TWICE for the increases, as the HOA must pass the increase on to residents.

How can Global Water claim they are not recovering costs?? Who is assessing their inability to manage their business??? Let's not confuse Global Water's plea of a fair rate of return with poor management! Global Water's request is outrageous.

GROWTH has resumed in Maricopa after the past few years of high foreclosure rates, little to no new residential construction, and flight from the city. Water rate increases WILL ADVERSELY affect the city's renewed growth, which is vital. Further, Global Water benefits DIRECTLY from growth in this city as new homes are built and therefore entirely new Global Water accounts are established, which are highly profitable because of the huge fixed portion of our Global Water bills. Further, home resale's will be negatively impacted by increasing rates, resulting in more vacant homes, less growth, etc which is not good for Global Water. Why is Global Water trying to IMPEDE the recovery and growth of Maricopa, when it is growth of this city that will allow them to profit !

The proposed increases present a financial burden on an entire city. IF Global Water is successful in its request for a rate increase, THIS CITY WILL SUFFER GREATLY. At some point, basic utilities become out of reach for

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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people. It is NOT the time to approve YET ANOTHER Global Water rate increase. It is beyond unreasonable!

The proposed rate increases are NOT EQUITABLE NOR RATIONAL. Please DO NOT APPROVE the Rate Increase !!!

There has to be a better solution !! As elected Commissioners we ask that you strongly consider the impact this request will have on the people of Maricopa and others served by Global Water.

Please feel free to contact me if you have questions.

Kind Regards,

Dana Jennings  
\*End of Complaint\*

**Utilities' Response:**

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**Investigator's Comments and Disposition:**

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

**Date Completed: 3/11/2013**

**Opinion No. 2013 - 109248**

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109246

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Scott**

**Patterson**

Account Name:      Scott Patterson

Home:

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company.      **Global Water-Palo Verde Utilities Company**

Division:      Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

Commissioners,

I am in STRONG OPPOSITION to the proposed SEWER rate increases that Global Water- Palo Verde Utilities Company is requesting from the ACC. Docket SW-20445A-12-0310.

I am a homeowner in Maricopa, AZ. I am outraged by yet another potential rate increase and reject the notion entirely. Our current rates/charges are already excessive, worsened by the 2010 rate increase that Global Water was granted. The proposed new rates/charges are unconscionable. My monthly SEWER bill is ALREADY \$62.91. How can Global Water request a 25% increase wherein every resident incurs a \$78.63 fixed charge for JUST waste water?? Further, as a member of the Province HOA, I will be paying TWICE for the increases, as the HOA must pass the increase on to residents.

How can Global Water claim they are not recovering costs?? Who is assessing their inability to manage their business??? Let's not confuse Global Water's plea of a fair rate of return with poor management! Global Water's request is outrageous.

GROWTH has resumed in Maricopa after the past few years of high foreclosure rates, little to no new residential construction, and flight from the city. Water rate increases WILL ADVERSELY affect the city's renewed growth, which is vital. Further, Global Water benefits DIRECTLY from growth in this city as new homes are built and therefore entirely new Global Water accounts are established, which are highly profitable because of the huge fixed portion of our Global Water bills. Further, home resale's will be negatively impacted by increasing rates, resulting in more vacant homes, less growth, etc which is not good for Global Water. Why is Global Water trying to IMPEDE the recovery and growth of Maricopa, when it is growth of this city that will allow them to profit !

The proposed increases present a financial burden on an entire city. IF Global Water is successful in its request for a rate increase, THIS CITY WILL SUFFER GREATLY. At some point, basic utilities become out of reach for

50



**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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people. It is NOT the time to approve YET ANOTHER Global Water rate increase. It is beyond unreasonable!

The proposed rate increases are NOT EQUITABLE NOR RATIONAL. Please DO NOT APPROVE the Rate Increase !!!

There has to be a better solution !! As elected Commissioners we ask that you strongly consider the impact this request will have on the people of Maricopa and others served by Global Water.

Please feel free to contact me if you have questions.

Scott Patterson  
\*End of Complaint\*

**Utilities' Response:**

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**Investigator's Comments and Disposition:**

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

**Date Completed:** 3/11/2013

**Opinion No.** 2013 - 109246

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109247

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Dorene

Jennings

Account Name:

Dorene Jennings

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Palo Verde Utilities Company

Division:

Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

Commissioners,

I am in STRONG OPPOSITION to the proposed SEWER rate increases that Global Water- Palo Verde Utilities Company is requesting from the ACC. Docket SW-20445A-12-0310.

I am a homeowner in Maricopa, AZ. I am outraged by yet another potential rate increase and reject the notion entirely. Our current rates/charges are already excessive, worsened by the 2010 rate increase that Global Water was granted. The proposed new rates/charges are unconscionable. My monthly SEWER bill is ALREADY \$62.91. How can Global Water request a 25% increase wherein every resident incurs a \$78.63 fixed charge for JUST waste water?? Further, as a member of the Province HOA, I will be paying TWICE for the increases, as the HOA must pass the increase on to residents.

How can Global Water claim they are not recovering costs?? Who is assessing their inability to manage their business??? Let's not confuse Global Water's plea of a fair rate of return with poor management! Global Water's request is outrageous.

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The proposed increases present a financial burden on an entire city. IF Global Water is successful in its request for a rate increase, THIS CITY WILL SUFFER GREATLY. At some point, basic utilities become out of reach for

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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people. It is NOT the time to approve YET ANOTHER Global Water rate increase. It is beyond unreasonable!

The proposed rate increases are NOT EQUITABLE NOR RATIONAL. Please DO NOT APPROVE the Rate Increase !!!

There has to be a better solution !! As elected Commissioners we ask that you strongly consider the impact this request will have on the people of Maricopa and others served by Global Water.

Please feel free to contact me if you have questions.

Kind Regards,

Dorene Jennings  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109247

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109231

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Christine

Fuller

Account Name: Christine Fuller

Home: (

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ      Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

#### Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

I am a retiree and living on a fixed income. The financial impact by raising the water and sewage rates would impact my limited funds to support Maricopa with the purchase of gasoline, foods and other services. In addition to my personal water and sewage rate increase, the proposed rate increase would get me twice-by increasing my HOA fees. The housing market in Maricopa has been in a slump but recently is seeing some growth but rate increases would impact this by scaring off potential buyers. This rate increase provides no incentive for water conservation if the gallons per month is lessened to a point where no one can function within the parameters. Maricopa's economy is stronger now than it was in 2008 when Global Water filed their first ridiculous rate increase.

With the growth, Global Water would receive automatic increased revenues from the new homeowners.

\*End of Complaint\*

#### Utilities' Response:

#### Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/8/2013

Opinion No. 2013 - 109231

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109232

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:      James

Fuller

Account Name:      James Fuller

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company.      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

#### Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

I am a retiree and living on a fixed income. The financial impact by raising the water and sewage rates would impact my limited funds to support Maricopa with the purchase of gasoline, foods and other services. In addition to my personal water and sewage rate increase, the proposed rate increase would get me twice-by increasing my HOA fees. The housing market in Maricopa has been in a slump but recently is seeing some growth but rate increases would impact this by scaring off potential buyers. This rate increase provides no incentive for water conservation if the gallons per month is lessened to a point where no one can function within the parameters. Maricopa's economy is stronger now than it was in 2008 when Global Water filed their first ridiculous rate increase.

With the growth, Global Water would receive automatic increased revenues from the new homeowners.

\*End of Complaint\*

#### Utilities' Response:

#### Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/8/2013

Opinion No.      2013 - 109232

2

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109242

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: Cathy      Last: Tyler

Account Name: Cathy Tyler

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ      Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

I find this rate increase to be ridiculous. I pay on average \$100.00 per month for water- the bill is technically \$14.00 but the minimums are \$90.00.

I really do not appreciate being taken advantage of, because there is no other water vendor. Pinal county should not have allowed all these houses to be built if there was a shortage of water.

for as many vacant houses there are- the bills should be going down not up. If this increase passes the infrastructure will cave in on itself. Greed is a self destructive trait and isn't that how we ended up in a town with few shops and not enough small businesses. Please . . . .

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109242



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109243

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Cathy

Tyler

Account Name:

Cathy Tyler

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is: Cellular

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

I find this rate increase to be ridiculous. I pay on average \$100.00 per month for water and sewer.

I really do not appreciate being taken advantage of, because there is no other water vendor. Pinal county should not have allowed all these houses to be built if there was a shortage of water.

for as many vacant houses there are- the bills should be going down not up. If this increase passes the infrastructure will cave in on itself. Greed is a self destructive trait and isn't that how we ended up in a town with fewer and fewer shops and not enough small businesses. Please .....get real !!!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109243

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FOR**

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109252

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Debra

Johnson

Account Name:      Debra Johnson

Home:

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

I was under the impression that the public utilities were given their charter to operate with the understanding that they were to conduct their business in a manner of not only being a profitable situation so that they can continue to operate, but also, to consider the fact that there is not a climate of competition for their product and consequently must be answerable to the benevolent investigation of the users of the product. Now, we have here a situation where a private for profit business has been allowed to become a quasi "public" utility and evidently do not feel constrained by the same set ethical concerns of a true "public" situation. The original "Founding Fathers" that set up this situation with this company were so intent to get this service started, that they gave away the "store". To make matters worse, the ACC has been given the power to regulate this awful situation and it seems with the understanding that they must always keep increasing the rates. The ACC must, in order to be fair and just, must investigate and audit the books of the utility and make public the profit structure so the public can understand whether it is appropriate for a company with a monopoly. If competition was involved, the end users could vote by using the most appropriate deal to suit themselves.

I

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 3/11/2013

Opinion No. 2013 - 109252

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109254

Date: 3/8/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Gail / Stephen

Regginello

Account Name:

Gail / Stephen Regginello

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

This is to voice our opposition to the rate increase proposed by Global Water. We are retired, managing on a fixed income. This increase would impact us financially two ways - an increase in our personal water/sewer bill as well as our Home Owners Assoc. assessment. The housing market appears to be on the rebound in Maricopa, however with the rate increase, individuals/families will reconsider moving into the area with exhorbitant water/sewer rates. We were appalled to see that the Global Water sewer rates was four times higher than our monthly rate in our previous house in Utah.

We respectfully request that the rate increase proposed by Global Water be denied.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No. 2013 - 109254

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT

Investigator: Carmen Madrid

Phone: ( )

Priority: Respond Within Five Days

Opinion      No. 2013 - 109275

Date: 3/8/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: Jo-Anne      Last: Schultz

Account Name:      Jo Anne Schultz

Home: ( )

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone: ( )

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO INCREASE \*\*\*\*\*DOCKET NO. W-20446A-12-0314 & SW-20445A-12-0310\*\*\*

1) When we bought here in 2010 water & sewer were reasonable. We have had one large increase already ! NO MORE !!

2) The more new buyers that come to Maricopa the bigger the base for Global. Keep it attractive to buy here or the housing slump will last longer in Maricopa tha other places.

3) Make them justify their application based on other areas. Just because they are spending more than they make doesn't justify a huge raise. Bad investments - large returns to shareholders and fancy offices are not justification. When companies have a monopoly like Global has they easy way to profitability as by increased charges to their customers. They will kill the golden goose!! Say NO to increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/11/2013

Opinion No.      2013 - 109275

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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